



JAPAN AIRLINES



JAL Agents Bulletin ALL003-22-v3 12SEP2022

[UPDATED] Special handling related to change in Minimum Transit Time at HND / NRT

Dear Japan Airlines' Partner Agency,

Thank you for your continued support. Please be assured that JAL continues to fully support our business partners and customers around the world.

As explained in previous Agents Bulletins, there are cases when passengers need to enter Japan in order to transfer between International-International flights. However, entry to Japan is still restricted and many passengers are not able to enter Japan (so they are not able to transfer flights).

For those passengers who have already issued tickets but are not allowed to enter Japan, please handle the airline tickets as follows.

[1] Event

The following itineraries require entry into Japan (and so any passengers who do not have authorisation to enter Japan will not be able to complete their journeys). For all such itineraries that have been issued, please change the itineraries or refund them.

Itinerary Examples

① Tokyo International Airport (Haneda Airport)⇔Narita International Airport, International - International Connection

e.g. SGN-HND//NRT-SAN

② Connection at Narita International Airport the next day

e.g. LAX-NRT (01JUL arrive) NRT-BKK (02JUL departure)

③ Connection to an international flight after taking a Japan domestic flight from the arrival airport in Japan

e.g. LAX-KIX-HND-BKK

(entry to Japan is required because KIX-HND is a Japan domestic flight)

[2] Applicable Flights

Applicable Flights: Travel on or before 25MAR2023 and passengers are not allowed to enter Japan and the itinerary requires entry into Japan (see examples ①, ② and ③ above).

[3] Applicable Ticket

Itineraries including unused sector(s) and tickets validated on JL (131).
Ticket issue date is not restricted.

[4] Ticket Handling

Authorization number : RTC1696

※The PNRs that already have 「POV/T-22001」 applied do not need to be corrected.

Involuntary reservation change or refund will be applicable under the conditions detailed in the 2 tables below.

Please note that if you make a reservation change / refund that does not meet the conditions, an ADM will be issued

- Make sure to cancel the original flight before the departure time.
- Make sure to make a new reservation and reissue the ticket within one year of the date of issue of the original ticket.
- If you do not make any changes, please perform a refund within the refund validity period.
- Please be sure to inform the passenger of the validity of reservation change / refund.
- Please note that changes and refunds will not be possible outside of the refund validity period.
- Change is permitted only once.
- Reservation and reroutes may be arranged within the same cabin as long as the point of departure and

destination of the itinerary (including the irregularity applicable flight and connecting flight) remain the same. Please note change from stopover to non-stopover (or vice versa) is not permitted.

[4.1] Reservation Change

Period	Travel on or before 29OCT2022	Travel from 30OCT2022 to 25MAR2023
Alternative Date	Until 30NOV2022 departure	Until 31MAR2023 departure
Embargo		<p>The embargo applies only for the specific routes below (not on EUR routes).</p> <p>The following dates can be reserved only if the original boarding date is within the embargo period.</p> <ul style="list-style-type: none"> ▪ <u>Hawaii route</u> (JPN→Hawaii) 23/12/2022-01/01/2023 (Hawaii→JPN) 01/01/2023-05/01/2023 (JPN⇔Hawaii) 17/03/2023-31/03/2023 ▪ <u>GUM route</u> (JPN ⇔ GUM) 23/12/ 2022-04/01/2023, 17/03/2023-02/04/2023 ▪ <u>Taiwan route</u> (JPN⇔Taiwan) 20/01/2023-29/01/2023 ▪ <u>Korea route</u> (JPN⇔Korea) 21/01/ 2023-24/01/2023 ▪ <u>Hong Kong route</u> (JPN⇔Hong Kong) 21/01/ 2023-25/01/2023 ▪ <u>China route</u> (JPN⇔China) 21/01/ 2023-27/01/2023
Alternative Flight		
Priority	Carrier	Portion RBD※

1	Same (Same as original flight in both operation and marketing carrier)	Same	Same
2	Oneworld FLT (Include PURE JL, JL*/OW, OW*/JL)	Rerouting permitted	Same RBD within same cabin ※If "within 5 days or FRAV(First Available Flight)" for irregularly flights and at the same time that the same RBD within same cabin does not exist, permitted to book the lowest RBD (*) in the same cabin as ORG. (*)When arranging alternate JL FLT, lowest RBD of each cabin are as follows: Economy:O, Premium Economy:E, Business:X, First:A
3	Route, participating carriers and RBD specified by the fare rule		
MIN/MAX STAY	MIN/MAX stay not be waived.		
Ticket Handling	Please make a reservation with an itinerary that meets the above conditions, and input " INVOL " at the beginning of the ENDORSEMENT field and RTC1696 when reissuing the ticket. ※Fare/Taxes/Fees are to be carried over as per the original ticket.		
Note	Passenger is to request the new date and ticket handling is to be completed by the same day of the year following the applicable ticket issue date.		

[4.2] Refund

Cancellation Penalty Fee is waived with waiver code.

Before Commencement of Travel	Travel agencies may refund the ticket(s) by BSP Link Direct Refund (Automated Refund) or refund through the GDS* with waiver code "RTC1696". *Only 1A (Amadeus) is permitted to use the GDS auto refund function.
After Commencement of Travel	Please apply for a refund to Japan Airlines by BSP Link with the waiver code "RTC1696".
Validity of refund	<u>Before commencement of travel</u> One year and 30 days from the original ticket issue date. <u>After commencement of travel</u> One year and 30 days from the beginning date of the journey. (If the ticket is already reissued after departure, the refund is applicable 1 year and 30 days from the REISSUE date)

